



Joseph C. Sullivan, Mayor

## BRAINTREE HUMAN RESOURCES DEPARTMENT

Karen M. Shanley, Human Resources Director

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Kathleen G. Holmquest, Benefits Coordinator

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Catherine L. Porter, Human Resources Generalist

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### POSTING

JOB TITLE: Constituent Services Coordinator

LOCATION: Mayor's Office

DATE AVAILABLE: September 1, 2016

SALARY: M-6; \$50,185.90 - \$59,447.76/year

### QUALIFICATIONS:

Bachelor's degree required. Experience with managing large datasets, spreadsheets and data analysis. Experience managing projects involving a diverse set of stakeholders. Proven analytical, writing, and presentation skills. Working knowledge of Microsoft Office applications, file management and complex databases. Excels working independently and as part of a team, maintaining effective working relationships with coworkers and the public. Five (5) years' experience in responsible experience working with constituent groups, such as the elderly, Veteran's, and community groups; demonstrated ability to oversee caseload; or any equivalent combination of education or experience.

### RESPONSIBILITIES:

Please see attached job description for complete details.

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POSTING DATES: August 8, 2016 – until filled

Applicants may submit a cover letter and resume to the following address:

Human Resources Department  
Town of Braintree  
1 JFK Memorial Drive  
Braintree, MA 02184

or e-mail to: [kshanley@braintreema.gov](mailto:kshanley@braintreema.gov)

Town of Braintree is an Equal Opportunity Employer

One JFK Memorial Drive, Braintree, MA 02184 Telephone: 781-794-8260 Fax: 781-794-8269

Date Approved: 8/5/16

Grade: M-6

Non-Union

## **CONSTITUENT SERVICES COORDINATOR**

### **NATURE OF WORK:**

Reporting to the Mayor's office this position is responsible for the administration of Town's service request systems and other administrative support functions within the Mayor's Office as assigned. The incumbent would work closely with the Clerk to the Council on all issues identified and issues requiring a response.

### **SUPERVISION:**

Works under the general direction of the Mayor and Chief of Staff & Operations requiring the ability to work independently and complete assigned tasks according to prescribed time schedules.

### **JOB ENVIRONMENT:**

Work is performed under typical office conditions, with frequent interruptions from the general public and other town employees. Work load is subject to predictable seasonal fluctuations. Minimal physical effort demanded.

### **ESSENTIAL FUNCTIONS:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Duties are not necessarily in order of importance or frequency of performance.)*

- Administer the Town's electronic Service Request System on behalf of the Mayor's Office, Town Departments and the Town Council for the benefit of residents and constituents.
- Market service request system to residents and constituents; coordinate user training; complete system updates; new resident literature/programs; generate reports and responses as needed.
- Coordinate communications and responses for more complex constituent and residential requests, such as; landlord-tenant issues, resident utility issues, municipal service complaints, housing or veterans services, which require a more detailed review and analysis. Create and file reports and responses in a timely manner.

- Advocate for residents on issues requiring coordination with State and Federal agencies, local and regional service programs, such as the MBTA, Mass Port, Mass DOT, DEP, National Grid, BELD and Verizon.
- Management of “mayorsoffice” email address and other duties across the Mayors Offices including Finance, Human Resources, Procurement, Veterans Services and Legal as assigned.
- Performs similar or related work as required, or as situation dictates.
- Regular and predictable attendance.

### **KNOWLEDGE, SKILLS, AND ABILITY:**

**Knowledge:** Working knowledge of office practices and procedures. Familiarity with town government. Working knowledge of computer applications.

**Skills:** Excellent verbal, computer skills, including word processing, spreadsheets and database. Customer service skills.

**Ability:** Ability to work independently. Ability to maintain confidential information. Ability to maintain, manage, and organize complex records. Ability to deal appropriately with town employees, town officials and the general public. Ability to manage multiple projects simultaneously.

### **REQUIRED QUALIFICATIONS:**

Bachelor’s degree required. Experience with managing large datasets, spreadsheets and data analysis. Experience managing projects involving a diverse set of stakeholders. Proven analytical, writing, and presentation skills. Working knowledge of Microsoft Office applications, file management and complex databases. Excels working independently and as part of a team, maintaining effective working relationships with coworkers and the public. Five (5) years’ experience in responsible experience working with constituent groups, such as the elderly, Veteran’s, and community groups; demonstrated ability to oversee caseload; or any equivalent combination of education or experience.

### **PHYSICAL REQUIREMENTS**

Minimum physical effort is required to perform most duties. The employee is frequently required to stand, walk, sit, speak and hear, and use hands to operate equipment. Vision requirements include the ability to read and analyze documents and use a computer.